

## **INFORMATION SYSTEMS SPECIALIST**

### **DEFINITION**

To assist in the maintenance and administration of the day-to-day operations of the City-wide network; to provide technical and non-technical support for mini-computer equipment and related networks; to provide training and assistance to users as needed; and to provide operational support of the computer network and computer system; to perform other related duties as assigned.

### **CLASS CHARACTERISTICS**

This journey level classification performs specialized functions associated with the City's information and communication systems. Activities require a high degree of skill, judgment, and responsibility. Assignments may be flexible, but within the design and procedural framework established by higher-level employees. Incumbents must be able to work productively and professionally with or without supervision.

### **EXAMPLE OF DUTIES** (Illustrative only)

- Providing maintenance support and repair on mini-computer systems and network servers; installing operating system upgrades; configuring system software; monitoring hardware and software performance; maintaining a current backup of all system information.
- Reviewing, planning, installing, and maintaining network hardware and operating system software on computer network; assisting with network design and strategic planning.
- Installing, configuring, and maintaining network servers and network resources including routers, controllers, switches, printers, and network disc space.
- Configuring and maintaining system equipment and resources.
- Configuring, documenting and distributing new equipment and software to users.
- Maintaining records, including a complete and current inventory of all computer equipment, data communication equipment and network software versions.
- Assisting in providing user training for equipment and software within scope of network operations.
- Researching and evaluating various hardware and software technologies; assisting with analysis and recommendation of hardware/software solutions.
- Monitoring all new technologies in support of various systems currently in operation on a continuous basis.
- Maintaining knowledge of current technology advancements and trends.
- Analyzing system failures, notifying appropriate personnel, and taking appropriate action.
- Assisting in troubleshooting technical problems reported including software, hardware, communication, or network-related problems with end users;

independently resolve routine problems; and recognizing problems which require a higher level of expertise and referring them to appropriate personnel.

- Assisting in the establishment of operational controls to ensure accuracy of data processed; assisting in the development of operational procedures manuals for the new systems prior to implementation and periodic updates while the systems are in production.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles, procedures, and practices of information systems maintenance and operations.
- Principles and procedures of technical documentation.
- Computer logic and mathematics. Computer equipment maintenance procedures, hardware configurations, and operating principles: hardware components including, but not limited to, CPUs, disk drives, internal memory, video displays, printers, and local area networks.
- Network and personal computer operations, terminals, printers, modems, and communications equipment; networks and network operating systems; network topologies and software.

### **Skill in:**

- Configuring and troubleshooting network hardware and communications equipment and operating systems, and personal computer and peripheral equipment.
- Installing and optimizing network client software and personal computer software.
- Applying new technologies.
- Comprehending personal computer and network manuals.
- Maintaining records and preparing clear, complete, and concise reports.
- Reading, interpreting, and applying complex technical publications, manuals, and other documents.
- Drawing logical conclusions and making appropriate recommendations.
- Observing, identifying, and solving problems related to computer and network operations and procedures.
- Understanding, interpreting, and explaining division policies and procedures.
- Explaining operations and solving computer issues for coworkers.
- Work as part of a team in stressful situations to meet stringent timelines.
- Communicating clearly and concisely, both orally and in writing.
- Establishing and maintaining effective working relationships with those contacted in the course of work.

A typical way of gaining the knowledge and skills outlined above is:

Equivalent to an Associates degree from an accredited college in computer science or a closely related field and five (5) years increasingly responsible experience working with networks and personal computers.

**License or Certificate:**

Possession of a California driver's license.

**PHYSICAL DEMANDS**

Mobility to work in a standard office environment, use standard office equipment and attend off-site meetings. On an intermittent basis, sit at a desk for long periods of time; may move heavy and/or awkward objects to gain access to network; may carry loads up to 50 pounds. intermittently walk, stand, bend, squat, twist and reach while performing duties; Manual dexterity to use standard office equipment and perform simple grasping and fine manipulation; vision to read handwritten and printed materials and a computer screen; hearing and speech to communicate in person and by telephone.

FLSA: NE

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Not all duties are necessarily performed by each incumbent. Additionally, incumbents may be required to follow any other instructions and to perform any other related duties as may be required by their supervisor.